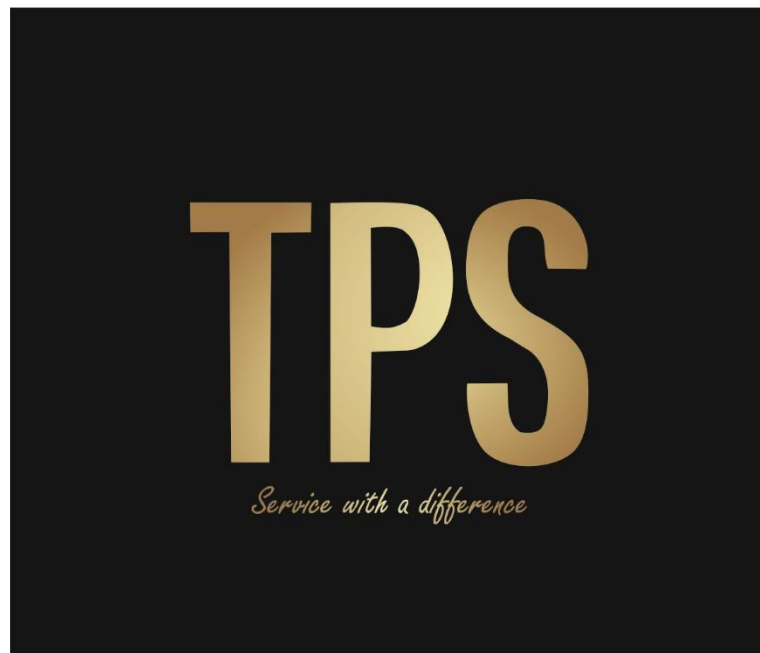


CENTRE APPEALS POLICY



THE PROTECTION SERVICE LTD

January 2020

The Protection Service Ltd

Centre Appeals Policy



Introduction

The Protection Service Ltd provides a high-quality training solution. However, we recognise that problems, disagreements, and disputes can occur. To ensure that these events are resolved promptly the Protection Service Ltd have the following appeals policy in place.

All learners will be made aware of the Protection Service Ltd appeals procedure at the start of their course or qualification.

Procedure

All appeals shall be submitted in writing to the Protection Service Ltd within 30 days of the occurrence which prompts the appeal. The Protection Service Ltd will acknowledge receipt of the appeal within 5 working days.

The usual appeal process within the Protection Service Ltd, will follow:

- Appeal with Trainer, if not resolved:
- Move to an independent Trainer/Internal Quality Assurer

The Protection Service Ltd will then conduct an investigation into the circumstances of the appeal. The Appellant shall be notified in writing as to the outcome of that investigation within 15 working days from the date of acknowledgement.

A detailed record of the investigation will be maintained by the centre as this will be monitored through the centre's own self-assessment process and Awarding Body's External Quality Assurance Process.

Escalation to Awarding Body

No more than 4 weeks from the date of the notification of the outcome of the investigation into the initial appeal shall pass before matters are escalated to Awarding Body, if required.

This Centre Appeals Policy was last updated in **January 2020**